# GOVERNMENT OF INDIA
# COMMUNICATIONS AND INFORMATION TECHNOLOGY
# LOK SABHA

UNSTARRED QUESTION NO:4859
ANSWERED ON:28.04.2008
COMPLAINTS REGARDING DELIVERY OF SPEED POST SERVICE
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) whether a number of complaints received regarding failure to deliver speed post in time during the last three years, as on date;

(b) if so, the details thereof, State-wise; and

(c) the steps taken/being taken by the Government to solve the problem?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a) & (b) The number of complaints received regarding Speed Post in the last three years is as below:

| Year | No. of complaints |
|---|---|
| 2005-06 | 31116 |
| 2006-07 | 26204 |
| 2007-08 | 23173 |

The details of complaints State- wise and year- wise is given in the Annexure.

(c) The Department of Posts has taken the following steps to improve the delivery of Speed Post and enhance customer's satisfaction:

i. On-line Track and Trace of Speed Post articles is provided in Speed Net. The customers can track their articles through the Speed Net.

ii. The delivery of Speed Post articles is constantly monitored by Speed Post centres and inspecting Officers

iii. Computerized Customer Care Centres have been set up for Speedy redressal of Public Complaints.

iv. To ensure timely delivery of articles, mopeds have been supplied to delivery staff in selected Post Offices.